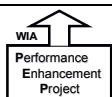
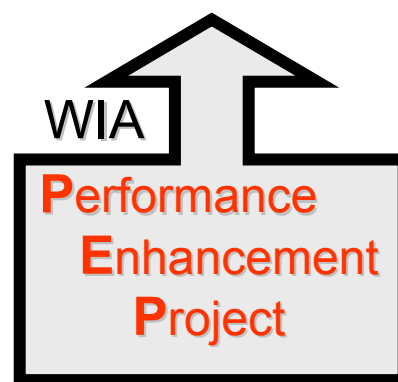


Handout K

PERFORMANCE ENHANCEMENT TIPS FOR PY '03 ANNUAL REPORT

Many program activities to be measured for the WIA Program Year (PY) 2003 annual performance report have been completed or will be completed in the near future. However, there are still a number of steps that can be taken to improve PY 2003 performance. The following list contains tips to help you do so for each WIA performance measure. Please note:

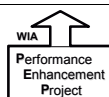
- This is not an exhaustive list of program and reporting practices that lead to positive outcomes.
- Adult and dislocated worker measures (except for the earnings change/replacement measures) have been combined.
- There are three time periods in which information about exiters is collected for the purposes of measuring performance for PY 03. See the charts and measure summaries below for a more detailed explanation.



PY 03 Exit Cohort: April 1, 2003 to March 31 2004

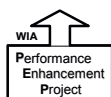
Younger Youth

- ◆ Skill Attainment
- ◆ Diploma/Equivalent Attainment



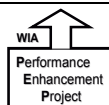
PY 03 Exit Cohort: October 1, 2002 to September 30, 2003

- ◆ Adult, Dislocated Worker, Older Youth Entered Employment
- ◆ Adult, Dislocated Worker Employment & Credential Rate
- ◆ Older Youth Credential Rate

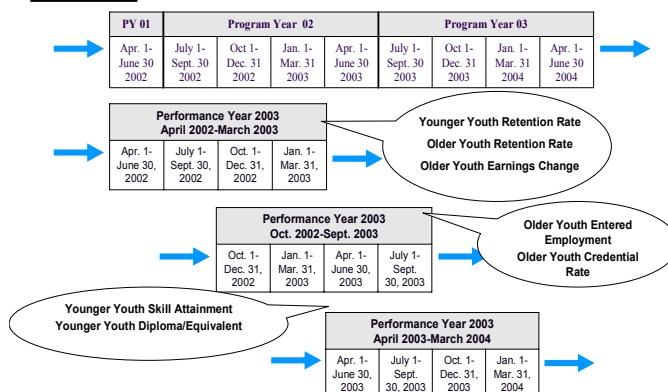


PY 03 Exit Cohort: April 1, 2002 to March 31 2003

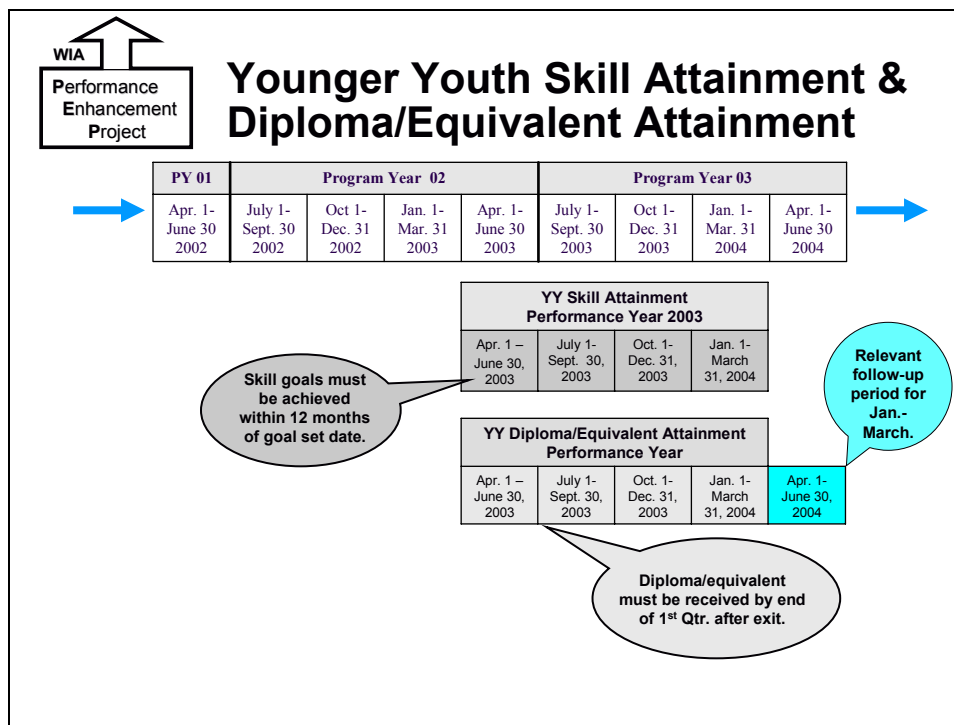
- ◆ Adult, Dislocated Worker, Older Youth Employment Retention
- ◆ Adult, Older Youth Earnings Change
- ◆ Dislocated Worker Earnings Replacement
- ◆ Younger Youth Retention



Timelines and Measures



YOUNGER YOUTH



Younger Youth Skill Attainment:

For PY '03, this measure covers goals that were due to be attained or were attained from April 1, 2003 to March 31, 2004. Thus there is still time to help younger youth achieve their skills attainment goals prior to March 31, 2004. Youth do not have to exit for these attained goals to count toward the measure.

Recommended strategies to enhance outcomes:

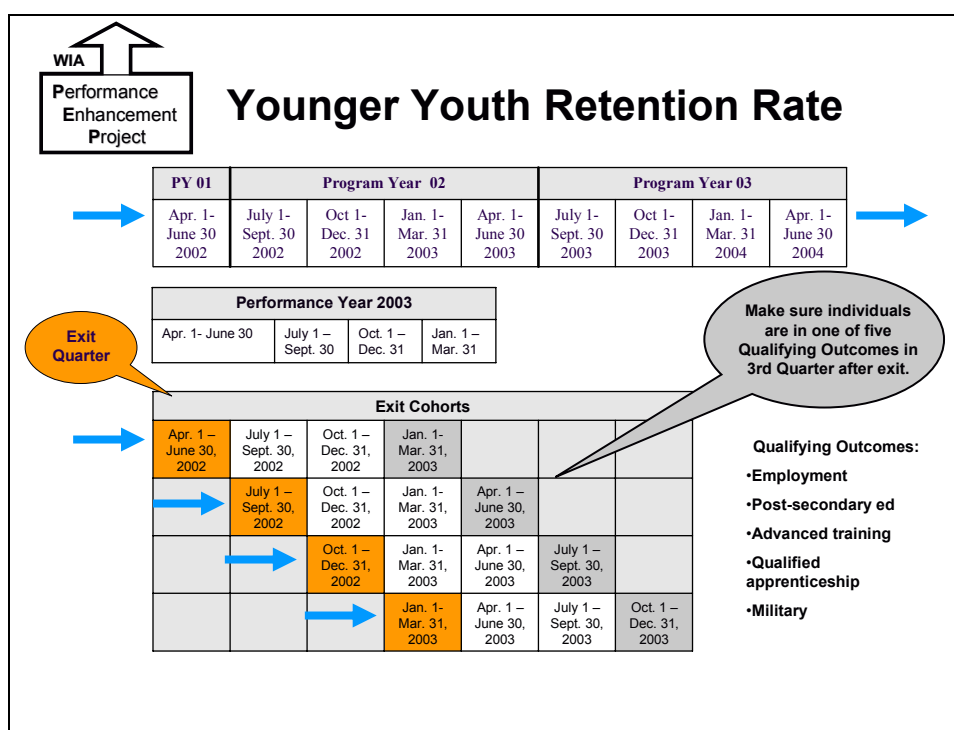
- Check that all goals that have been attained since April 1, 2003 have been properly recorded.
- For youth who are exiting between now and March 31, 2004, take extra care to ensure that they attain their pending goals prior to exit. Any pending goals that have not been attained prior to exit will be counted as "not attained."
- Create a reminder system to ensure that goals participants are expected to attain between now and March 31, 2004 will be recorded in a timely fashion.

Younger Youth Diploma/Equivalent:

This measure covers individuals who exit from April 1, 2003 to March 31, 2004. Thus, program staff still have time to assist younger youth to attain a diploma or equivalent, and to record and document that attainment through June 30, 2004 (the first quarter after exit for the last cohort of exiters, those exiting from January 1, 2004 through March 31, 2004). Younger youth who exit during this period and who have received a diploma or its equivalent (at any time during their participation or during the quarter after their exit quarter) should be recorded as such in order to count their diploma in the '03 performance year. An exit after March 31, 2004 will count in the '04 annual performance year, even if the diploma is recorded prior to July 1, 2004. If younger youth exit WIA prior to obtaining a diploma or equivalent, but remain in school, they are excluded from this measure (although if they attain a diploma or equivalent in the quarter after exit, it is counted). Therefore, remember to check on their school status at exit.

Recommended strategies to enhance outcomes:

- Check that younger youth who had a diploma or equivalent at the time of registration have been properly excluded from this measure.
- Check that younger youth who were (or are) in secondary school at the time of exit have been recorded accordingly, as this excludes them from the measure.
- Check and document that diplomas that have been attained by younger youth who have already exited anytime between April 1, 2003 and March 31, 2004 have been recorded properly.
- For younger youth who are exiting between now and March 31, 2004, take extra care to ensure that their school status is properly recorded at the time of exit and that their diploma/equivalent status is properly recorded and documented by June 30, 2004 if it is expected to change by then.
- Create a reminder system to ensure that the diplomas participants are expected to attain between now and June 30, 2004 will be recorded in a timely fashion.



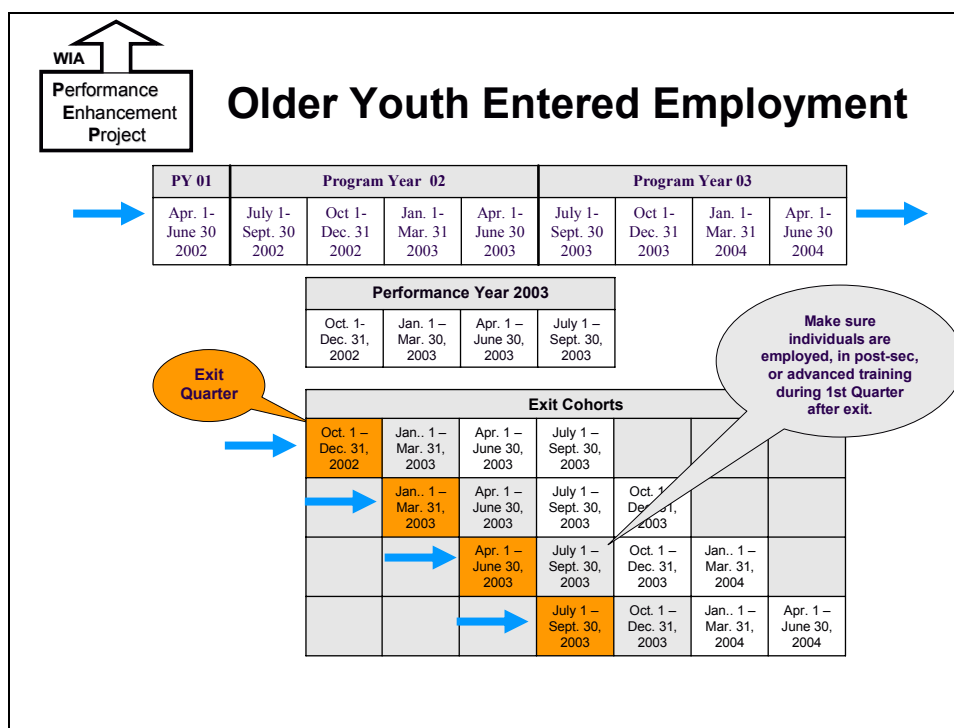
Younger Youth Retention:

For PY 2003, this measure includes younger youth who exited between April 1, 2002 and March 31, 2003. It measures their participation in a “qualifying activity” during the 3rd quarter after exit. The first cohort of exiters who will be counted in PY 03—those youth exiting from April 1, 2002 to June 30, 2002—were in their 3rd quarter after exit from January 1 to March 31, 2003. The last cohort of exiters who will be counted in PY 03—those youth exiting from January 1 to March 31, 2003—will be in their 3rd quarter after exit from October 1 to December 31, 2003. [See the chart above for a visual representation, and for a performance calendar for the second and third exit cohorts of the performance year.] Thus, program staff have until December 31, 2003 (remembering that different cohorts of exiters must achieve the outcome in the specific 3rd quarter after their exit) to assist younger youth to enroll and be retained in one of the five qualifying activities: employment, post-secondary education, advanced training, military service, or a qualified apprenticeship. Remember that providers, according to WIA, should be providing follow-up services to all of these participants (for 12 months after exit).

Recommended strategies to enhance outcomes:

- Check that younger youth who were in secondary school at the time of exit have been recorded correctly and that they are properly excluded from this measure.
- Check that qualifying outcomes that occurred during participants' third quarter after exit have been recorded properly.
- For any cohorts of younger youth whose 3rd quarter after exit has yet to start or finish, make sure to do the following as part of follow-up services:
 - Verify and document whether they are in a qualifying activity in their 3rd quarter after exit, and if they are, make sure it is recorded accordingly.
 - If they are not in a qualifying activity, ensure that these youth are offered the necessary services to allow them to enter a qualifying activity during or before the 3rd quarter after exit. If that occurs, make sure it is recorded accordingly.

OLDER YOUTH



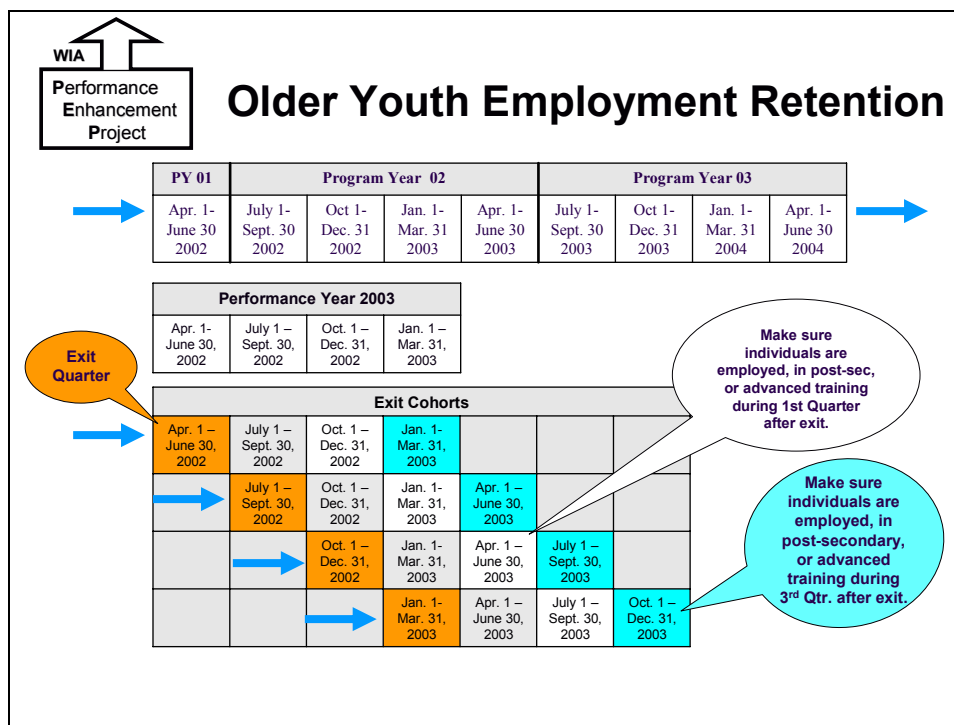
Older Youth Entered Employment:

For PY 2003, this measure covers older youth who exited between October 1, 2002 and September 30, 2003. It measures whether they have entered employment by the end of the 1st quarter after exit. For any youth whose exit cohort has yet to enter or complete the 1st quarter after exit, there is still time to assist older youth to enter employment, for positive credit, or to enter post-secondary education or advanced training, to be excluded from the measure. [See chart above to identify exit cohorts and their respective 1st quarters after exit.]

Recommended strategies to enhance outcomes:

- Check that older youth who were employed at the time of registration have been recorded correctly and have been properly excluded from this measure.
- Verify and document whether youth are employed in their first quarter after exit, and if they are, make sure it is recorded correctly.
- For anyone not showing up in UI wage record data, verify that an attempt was made to

- document employment status using supplemental data in the appropriate quarter.
- Check that older youth in post-secondary education or advanced training, and not employed, in the quarter after exit have been recorded correctly and are properly excluded from this measure.
- If they are not employed or enrolled in post-secondary education or advanced training, ensure that youth are offered the necessary services to allow them to enter one of these three activities by the end of their first quarter after exit. Record these outcomes accordingly.



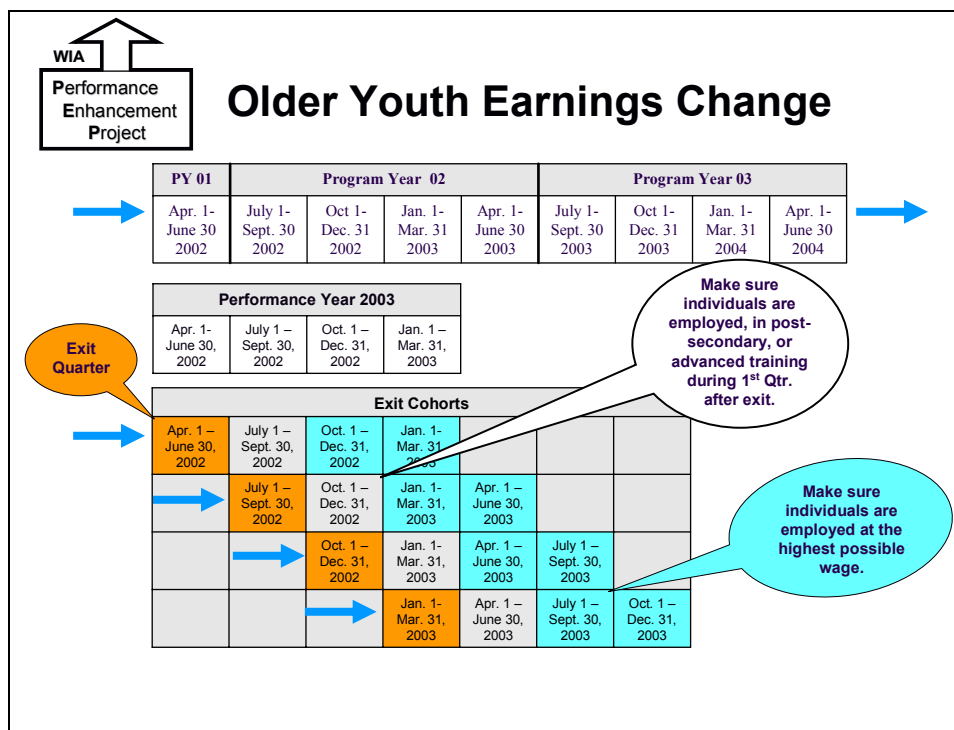
Older Youth Retention:

For PY 2003, this measure covers older youth who exited between April 1, 2002 and March 31, 2003. It measures whether a youth who was employed in the 1st quarter after exit is employed at any time in the 3rd quarter after exit. For any youth who has yet to enter or complete the 1st quarter after exit, there is still time to ensure that the youth is employed, to be included in this measure. [The potential to act on this expired as of June 30, 2003, the end of the 1st quarter after exit for the last cohort of exiters for PY 03.] For any youth who has yet to enter or complete the 3rd quarter after exit, which, for the last cohort of exiters for PY 03, those exiting from January 1 to March 31, 2003, ends December 31, 2003, there is still time to ensure that the youth is employed, for positive credit in this measure, or, is enrolled in post-secondary education or advanced training, to be excluded from the measure. [See chart above to identify exit cohorts and their respective 1st and 3rd quarters after exit.] Employment can be documented either through UI wage record files or supplementary data. Remember that providers, according to WIA, should still be providing follow-up services to participants (for 12 months after exit), including re-employment assistance for exiters who have lost previously secured jobs.

Recommended strategies to enhance outcomes:

- Check that only older youth who were employed in the 1st quarter after exit are included.
- Verify and document whether youth are employed in their 3rd quarter after exit, for a positive outcome.
- Verify that an attempt was made to document employment status using supplemental data in the appropriate quarter for anyone not showing up in UI wage record data.
- Check that older youth in post-secondary or advanced training and not employed in the third quarter after exit have been recorded correctly and are properly excluded from this measure.

- If youth are not employed or enrolled in post-secondary education or advanced training, ensure that they are offered the necessary services to allow them to enter one of these activities by the end of their 3rd quarter after exit. If that occurs, make sure it is recorded accordingly.



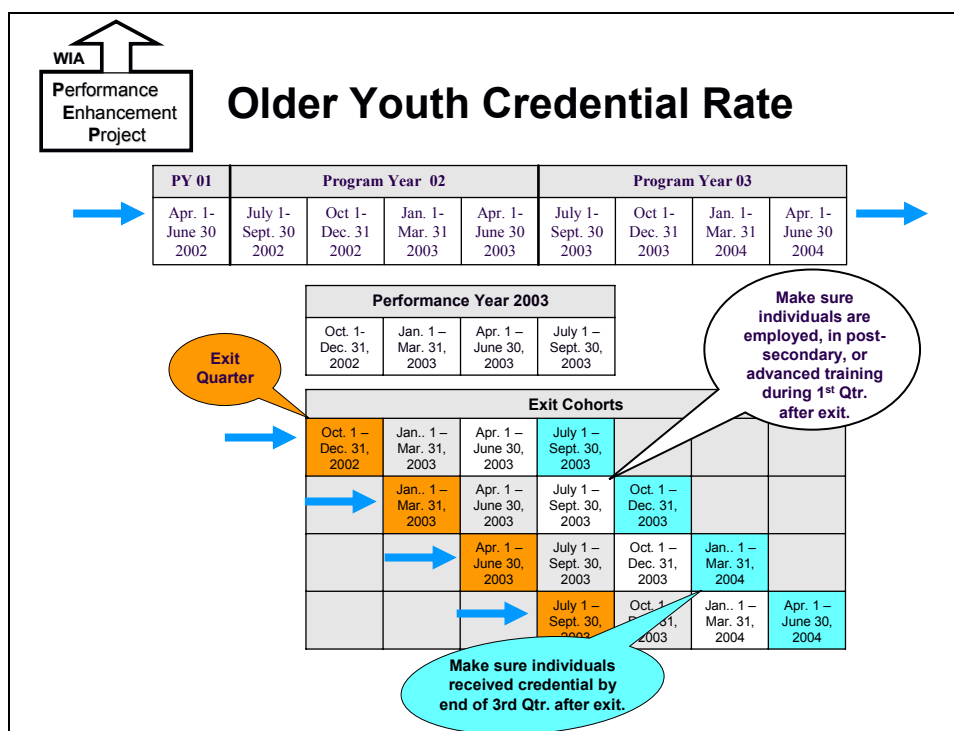
Older Youth Earnings Change:

For PY 2003, this measure covers older youth who exited from April 1, 2002 to March 31, 2003. It measures the change in earnings after WIA participation by comparing earnings for the 2nd and 3rd quarters before registration with earnings during 2nd and 3rd quarters after exit. For any youth who have not yet entered or completed their 2nd and 3rd quarters after exit, which, for the last cohort of exiters for PY 03, those exiting from January 1 to March 31, 2003, ends December 31, 2003, there is still time to determine whether youth in these cohorts who were employed in the first quarter after exit are still employed and receiving wages during their 2nd and 3rd quarters after exit. [See chart above to identify exit cohorts and their respective 2nd and 3rd quarters after exit.] If they are not employed, reconnecting them to employment will increase their earnings and improve performance. Youth who are not working but are enrolled in post-secondary education or advanced training in their 3rd quarter after exit are excluded from this measure. Youth who are working in unsubsidized employment, even part time, and also enrolled in post-secondary or advanced training are counted in this measure and their wages are included. Providers, according to WIA, should be providing follow-up services to all youth (for 12 months after exit). Finally, earnings change is calculated on exiters who are found in the wage record files. Those who were employed in the third quarter after exit, and whose employment in the 1st or 3rd quarter after exit was documented using supplemental data (because no earnings were found in the wage file data), are excluded from this measure. Similarly, if supplemental data was used to document exiters' earnings in the 2nd and/or 3rd quarters prior to registration, those exiters are also excluded from the measure.

Recommended strategies to enhance outcomes:

- Check that older youth whose employment status in the 2nd or 3rd quarters before registration or in the 1st or 3rd quarters after exit was verified using supplemental data have been recorded as such and are properly excluded from this measure.
- Check that older youth who are either enrolled in post-secondary education or advanced training and not found in wage records in the third quarter after exit are properly

- excluded from this measure.
- Follow up with older youth in their 2nd quarter after exit. Check to see if youth are employed, and are earning wages that will enable them to meet the earnings change goal for the local area.



Older Youth Credential and Employment:

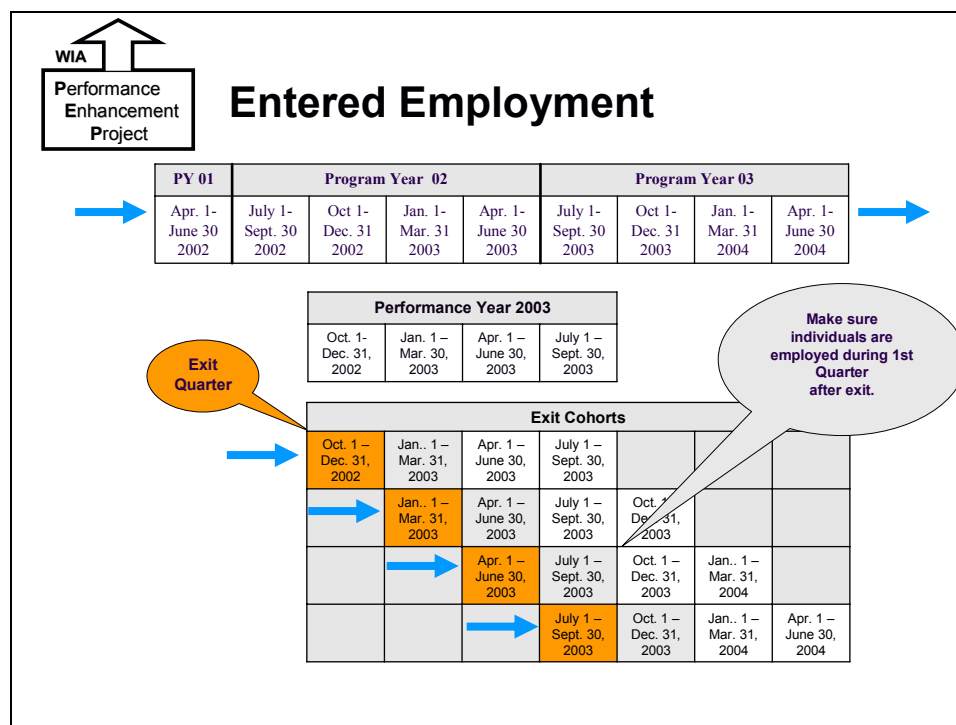
For PY 2003, this measure includes older youth who exited between October 1, 2002 and September 30, 2003. It measures whether a youth is employed or in post-secondary education or advanced training in the 1st quarter after exit, and received a credential by the end of the 3rd quarter after exit. For any youth who have not yet entered or completed their 1st quarter after exit, there is still time to determine if those youth were employed, or enrolled in post-secondary education or advanced training in their first quarter after exit. For any youth who have not yet entered or completed their 3rd quarter after exit, there is still time to determine whether those youth have attained a credential. [See chart above to identify exit cohorts and their respective 1st and 3rd quarters after exit.]

Recommended strategies to enhance outcomes:

- Double check records to insure that relevant credentials have been identified, recorded, and documented for participants exiting during the '03 performance year. **Remember that all registered older youth are included in this measure upon exit.**
- For those youth who will be counted for PY 03, and for whom there is still time to achieve outcomes, in the 1st and/or the 3rd quarter after exit, be sure to include these follow-up activities:
 - Verify and document whether youth have obtained a credential already and record it correctly.
 - Verify whether youth were employed, or enrolled in post-secondary education or advanced training in their first quarter after exit, and ensure the activity was correctly recorded. Use supplemental data to record employment if it was not recorded using UI wage record data.
 - If they have not obtained a credential, make sure that youth are offered the necessary services to allow them to do so, if they so desire. If they do obtain a credential by the end of the 3rd quarter after exit, make sure it is documented and recorded correctly.

- If they have not obtained a credential, make sure that they are offered the necessary services to allow them to do so, if they so desire. If youth do obtain a credential by their 3rd quarter after exit, make sure it is documented and recorded correctly.
- For youth who exited between April 1, 2003 and March 31, 2003 and who are in their third quarter after exit, verify whether they are employed now and if they are not, make sure that they are offered the necessary services to assist them in finding employment (or entering advanced training/ post secondary education) by December 31, 2003. If that occurs, make sure it is recorded properly.

ADULTS/ DISLOCATED WORKERS



Adult/ Dislocated Worker Entered Employment:

For PY 2003, this measure covers adults/dislocated workers who exited between October 1, 2002 and September 30, 2003. It measures whether they have entered employment by the end of the 1st quarter after exit. For any adults or dislocated workers who have not yet entered or completed their 1st quarter after exit, there is still time to ensure that they obtain employment. [See chart above to identify exit cohorts and their respective 1st quarters after exit.] Note: employment for adults and dislocated workers in the first quarter after exit is counted both through wage record files and supplementary data, so make sure to use the latter when participants do not show up in wage records.

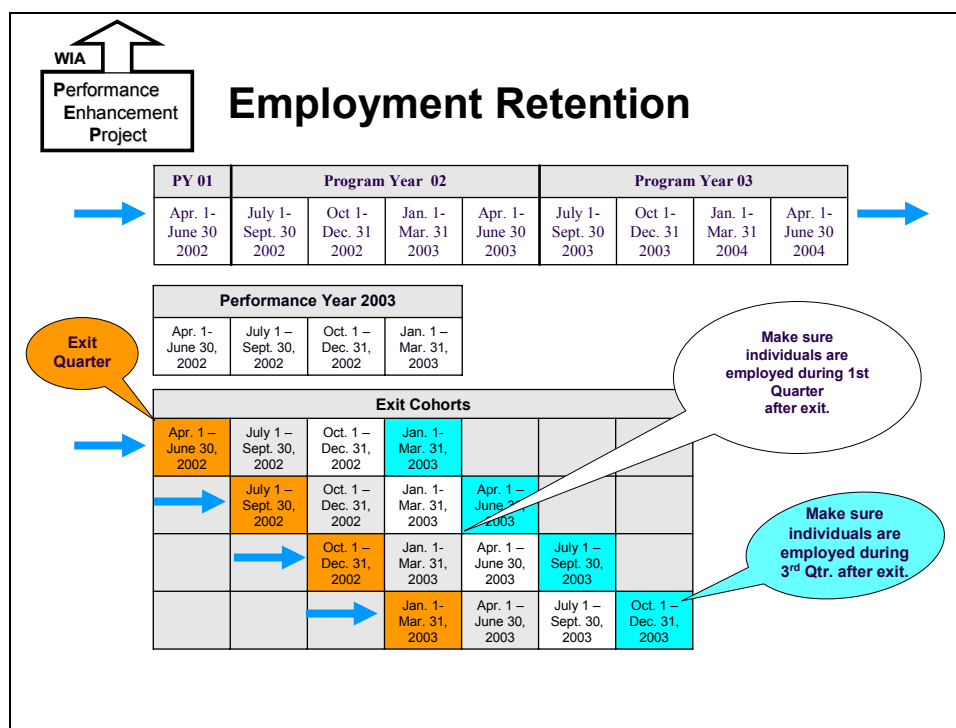
Recommended strategies to enhance outcomes:

- Check that adults who were employed at the time of registration have been recorded correctly and have been properly excluded from this measure. Employment status at registration is determined through self-report, not through wage record files. **Remember that this exclusion does not apply to dislocated workers.**
- Verify that an attempt was made to document employment status using supplemental data in the appropriate quarter for anyone not showing up in UI wage record data, which is the primary source of information for this measure. Anticipate registrants who may not show up in UI wage data, including federal employees, military personnel, postal workers, railroad

Enhancing Performance for Adults and Dislocated Workers

employees, self employed persons, farm workers (in many states), registrants working in other states (unless both states are WRIS members or have data-sharing agreements in place).

- For adults or dislocated workers who have not yet entered or completed their 1st quarter after exit, make sure to do the following as part of exit and follow-up services:
 - Verify and document whether they are employed in their first quarter after exit, and if they are, make sure it is recorded accordingly.
 - If they are not employed, ensure that these adults and dislocated workers are offered the necessary services to allow them to enter or re-enter employment by the end of their first quarter after exit. If that occurs, make sure it is recorded accordingly.

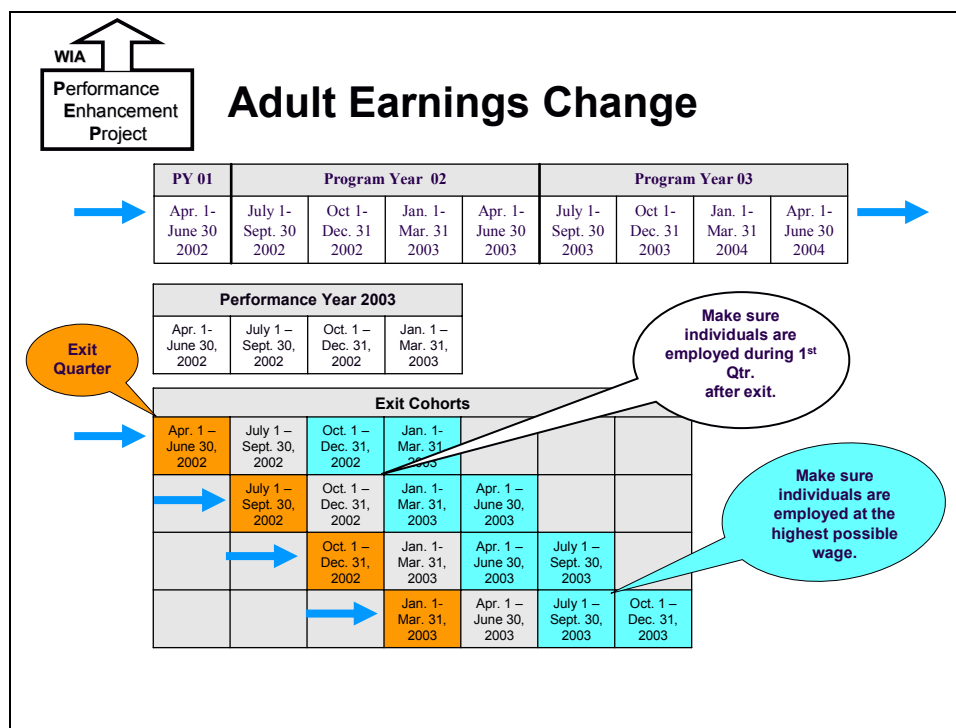


Adult/ Dislocated Worker Retention:

For PY 2003, this measure includes adults/dislocated workers who exited from April 1, 2002 through March 31, 2003. It measures whether an adult/dislocated worker who was employed in the 1st quarter after exit is employed at any time during the 3rd quarter after exit. For the first cohort of exiters whose performance will be counted in PY 03, exiters from April 1 to June 30, 2002, retention must occur during January 1 to March 31, 2003. For the last cohort of exiters whose performance will be counted in PY 03, exiters from January 1, 2003-March 31, 2003, retention must occur during October 1, 2003-December 31, 2003. [See chart above to identify exit cohorts and their respective 3rd quarters after exit.] There is still time to determine whether those adults/dislocated workers who were employed in the first quarter after exit are also employed during the third quarter after exit. This can be documented through wage record files or supplementary data.

Recommended strategies to enhance outcomes:

- Check that only adults/dislocated workers who were employed in the 1st quarter after exit are included in this measure.
- Verify that an attempt was made to document employment status using supplemental data in the appropriate quarter for anyone not showing up in UI wage record data. Anticipate registrants who may not show up in UI wage data (see above).
- For adults/dislocated workers who have yet to enter or complete their 3rd quarter after exit, ensure the following as activities are part of follow-up services:

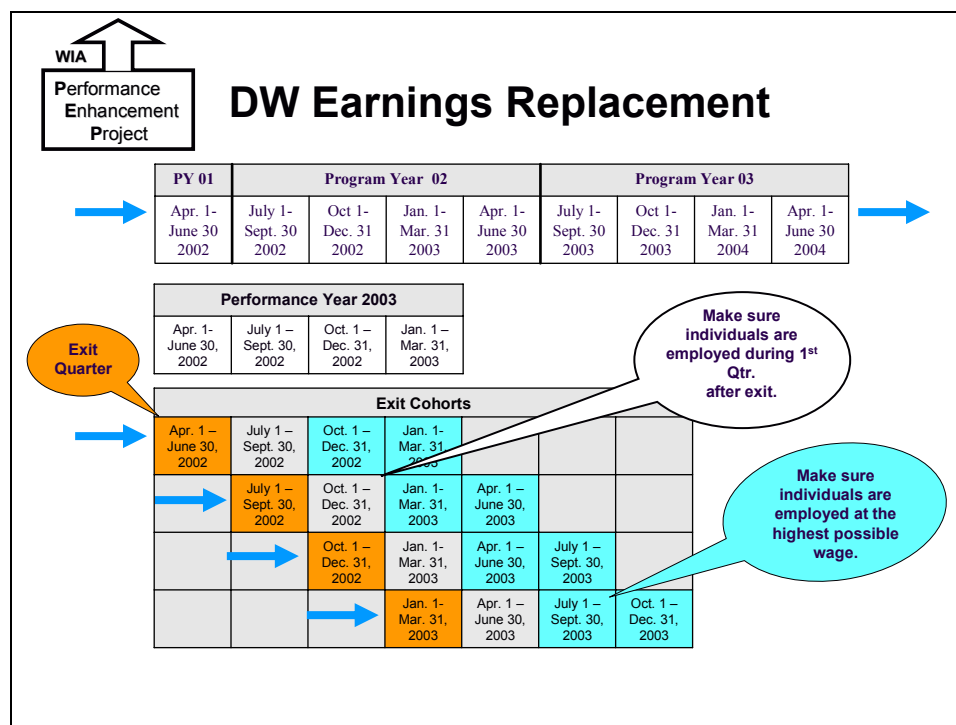


Adult Earnings Change:

For PY 2003, this measure includes adults who exited between April 1, 2002 and March 31, 2003. It measures the change in earnings after WIA participation by comparing earnings for the 2nd and 3rd quarters before registration with earnings during 2nd and 3rd quarters after exit. For any adults who have not yet entered or completed their 2nd or 3rd quarter after exit, there is still time to determine whether these exiters who were employed in the 1st quarter after exit are still employed and receiving wages during the 2nd and 3rd quarters. [See chart above to identify exit cohorts and their respective 2nd and 3rd quarters after exit.] If not, reconnecting them to employment will increase their earnings. Finally, earnings change is only calculated on exiters whose employment in both the 1st and 3rd quarters after exit is verified through UI wage records. If employment in either the 2nd or 3rd quarters prior to registration or, in the 1st or 3rd quarters after exit is documented using supplemental data, participants are excluded from this measure.

Recommended strategies to enhance outcomes:

- Check that adults whose employment status was verified using supplemental data have been recorded correctly and are excluded from this measure.
- For adult who were employed in the 1st quarter after exit, who have yet to enter or complete their 2nd and 3rd quarters after exit, make sure to verify whether they are employed now, and if they are not, ensure they are offered the necessary services to allow them to earn wages by the end of their 3rd quarter after exit. If that occurs, make sure it is recorded correctly.

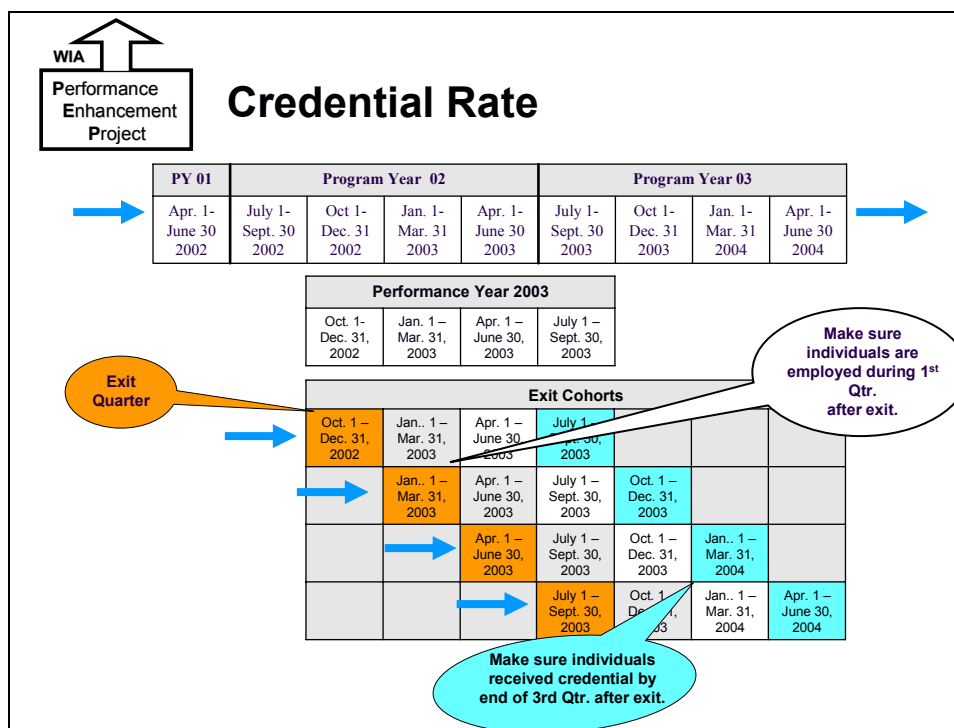


Dislocated Worker Earnings Replacement:

For PY 2003, this measure covers dislocated workers who exited between April 1, 2002 and March 31, 2003. It measures the replacement of pre-dislocation earnings in post-exit employment. For any dislocated workers who have not yet entered or completed their 2nd or 3rd quarters after exit, there is still time to determine whether these exiters who were employed in the 1st quarter after exit are still employed and receiving wages during the 2nd and 3rd quarters. [See chart above to identify exit cohorts and their respective 2nd and 3rd quarters after exit.] If not, reconnecting them to employment will increase their earnings. Finally, earnings replacement is only calculated on exiters whose employment in both the 2nd and 3rd quarters before dislocation, and the 1st and 3rd quarters after exit, is verified through wage records. If employment prior to dislocation, or in either the 1st or 3rd quarters after exit, is documented using supplemental data, participants are excluded from this measure.

Recommended strategies to enhance outcomes:

- Check that dislocated workers whose employment status was verified using supplemental data have been recorded correctly and are properly excluded from this measure.
- For any dislocated workers who have not yet entered or completed their 2nd or 3rd quarters after exit, make sure to do the following as part of exit procedures and follow-up services:
 - Verify whether they are employed now, and if they are not, make sure that they are offered the necessary services to allow them to earn wages by their 3rd quarter after exit. If that occurs, make sure it is correctly recorded.



Adult/ Dislocated Worker Employment and Credential:

For PY 2003, this measure covers adults/dislocated workers who exited October 1, 2002 through September 30, 2003. It measures whether an adult/dislocated worker who received training services was employed in the 1st quarter after exit, and earned a credential by the end of the 3rd quarter after exit. For any adults/dislocated workers who have not yet entered or completed their 1st or 3rd quarters after exit, there is still time to influence both attainment of employment in the 1st quarter after exit, and attainment of a credential by the end of the 3rd quarter after exit. [See chart above to identify exit cohorts and their respective 1st and 3rd quarters after exit.]

Recommended strategies to enhance outcomes:

- Double check adult/dislocated worker records to insure that relevant credentials have been identified and recorded for participants exiting during the '03 performance year (October 1, 2002-September 30, 2003).
- Confirm employment status during the first quarter after exit for adults/dislocated workers whose credentials have been recorded but who are not documented as being employed.
- For adults/dislocated worker exiters who have received training services, make sure to do the following as part of follow-up services:
 - Verify whether they have obtained a credential already and make sure it is correctly recorded and documented.
 - Verify whether they were employed at any time during their 1st quarter after exit, and make sure that employment was correctly recorded. Use supplemental data to record employment if it was not recorded using wage record data.
 - If they have not yet obtained a credential, make sure that they are offered the necessary services to allow them to do so, if they so desire. If they do obtain a credential by the end of their 3rd quarter after exit, make sure it is correctly documented and recorded.

The Performance Enhancement Project promotes practices that enhance WIA program performance. The project team from Social Policy Research Associates (SPR) and Public Private Ventures (PP/V) provides technical assistance and training to help states and local areas troubleshoot performance issues and identify ways to maximize program performance.

For more information about the Performance Enhancement Project, contact Vinz Koller at 831-622-0749 or Carol Clymer at 215-557-4495.